

HEATHER L. TIFFANY

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KEY ATTRIBUTES

- Avid reader with extensive knowledge of children's and young adult materials
- Team player with enthusiasm for providing quality public service
- Five years of experience working with children and their caregivers
- MLIS coursework in multicultural youth literature, collection development, information sources and services, and online searching

EDUCATION

- Valdosta State University – Valdosta, Georgia. July 2011
Master of Library and Information Science (MLIS) – GPA: 4.0/4.0
- Brigham Young University – Provo, Utah. August 2006
B.S. in Neuroscience, minors in Psychology and English – GPA: 3.46/4.00

EXPERIENCE

Clayton County Headquarters Library – Jonesboro, GA

Reference Assistant February 2011 – current

- Processed interlibrary loan requests (lending & borrowing) through OCLC FirstSearch
- Assisted with collection development of reference materials
- Searched for and selected relevant position openings, career fairs, and other employment resources to feature on a weekly job board
- Taught basic computer classes, including coverage of the internet, email, and Microsoft Word
- Trained class participants in the use of Job & Career Accelerator™
- Selected fiction materials to be weeded from collection
- Performed all tasks as assigned in previous position before promotion

Library Assistant December 2008 – February 2011

- Conducted reference interviews
- Researched and answered email, phone, and face-to-face reference queries
- Directed patrons to appropriate sources and materials, including books, periodicals, websites, and databases
- Acted as library liaison for community book group
- Assisted computer users with document formatting, internet searches, job and e-government applications, information storage and retrieval, and general computer troubleshooting
- Created pathfinders, pamphlets, flyers, book displays, and other promotional materials
- Served on review committee for the purchase of children's and young adult books
- Created featured content and reviews for teen website
- Presented African American genealogy and beginning genealogy workshops
- Compiled and submitted statistical reports
- Worked with reference team to promote, update, and improve library reference services

Westridge Elementary – Provo, UT

Library Media Specialist August 2006 - June 2008

- Taught weekly library skills and media literacy lessons to students in grades K-6
- Updated and standardized school's online catalog holdings
- Performed extensive weeding and selected new materials to support curriculum
- Worked with various vendors for acquisition of materials
- Compiled materials for individual teachers' classroom projects and learning units
- Implemented incentive programs to promote reading of Utah Beehive Award nominees and Newbery Award books
- Contributed to local school and public librarian book blog

Gifted and Talented Science Teacher October 2007 - May 2008

- Prepared lesson plans and curriculum for 4th – 6th grade science students
- Assisted students with independent research and personal experiments

Provo City Library – Provo, UT

Page March 2006 - September 2006

- Sorted and shelved books
- Performed shelf reading to ensure that books were in the appropriate locations
- Helped patrons find materials

COMPUTER & WEB SKILLS

- Highly proficient in Microsoft Word, Excel, Publisher, and PowerPoint
- Experience with software and hardware installation and troubleshooting
- Excellent online database and web searching skills

PROFESSIONAL DEVELOPMENT

- Evergreen ILS software training, August 2011
- Webinars on graphic novels for children, new books for young adults, and the use of social media in public libraries, 2009 & 2010
- WebJunction courses on confrontation and conflict, dealing with angry patrons, and managing difficult patrons, 2009
- BYU Midwinter Symposium on Books for Young Readers, January 2006 & February 2008
- Follett Destiny software training, January 2008
- What's New in Children's Literature and How to Use It In Your Program, February 2007

AWARDS & ACHIEVEMENTS

- Employee of the Month – Westridge Elementary (2008)
- Brigham Young University Presidential Scholar (2000)
- Semifinalist in United States Presidential Scholars Program (2000)
- Girl Scout Gold Award Recipient (1999)